

Serial No.: 10/014,146

Attorney Docket No.: 2001P18437US

REMARKS

Upon entry of the instant Amendment, Claims 1-17 are pending. Claims 1, 4, 7, 11, and 15 have been amended to more particularly point out Applicants' invention.

Claims 1-17 were rejected under 35 U.S.C. 103 as being unpatentable over Green, U.S. Patent No. 6,701,322 ("Green"). Applicants respectfully submit that the claimed invention is not taught, suggested, or implied by Green.

As discussed in the Specification, the present invention relates to a system and method for *accessing* information on call-by-call activity of a call center. More particularly, a telecommunications call center system according to an embodiment of the present invention includes a controller, graphical user interface, a database, and a query engine. The controller stores call information in the database, such as call length, duration, party, time, and the like. The graphical user interface subsequently allows a user to enter query fields for a query of the database. The query engine reads the entries, generates a Structured Query Language (SQL) query, and returns results via the graphical user interface.

Claims 1, 7, and 11 have been amended to recite

a call information database for storing call information;
a query engine operably coupled to said call information database; and
a graphical user interface coupled to provide query parameters for
accessing call information from said call information database in a text form, said query parameters defining search criteria; and
wherein said query engine is adapted to translate said query parameters into a database-readable form;

claim 4 has been amended to recite "inputting call center database text query information for accessing call information from a call information database into a graphical user interface, said query parameters defining search criteria;" and

claim 15 has been amended to recite

providing a call information database for storing call information;
providing a query engine operably coupled to said call information database; and
providing a graphical user interface coupled to provide query parameters for accessing call information from said call information database in a text form, said query parameters defining search criteria; and
wherein said query engine is adapted to translate said query parameters

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into a database-readable form.

In contrast, Green appears merely to relate to a method for collecting information for a call center. More particularly, in Green, a caller communicates with a human call center agent. The call center agent pulls up one or more screens including one or more questions for entering the user's data (see, e.g., FIG. 3). The received information is then stored.

However, Green does not appear to relate to a system and method for accessing the data once it has been entered. In particular, Green does not appear to relate to, for example, a "graphical user interface coupled to provide query parameters for accessing call information from said call information database in a text form, said query parameters defining search criteria." Advantageously, embodiments of the present invention provide an enhanced system and method for *accessing* information on call-by-call activity of a call center, rather than merely receiving it. Indeed, if anything, Green would appear representative of problems solved by embodiments of the present invention, which provides for, inter alia, entering call query parameters in a text form and receiving results.


As such, the Examiner is respectfully requested to reconsider and withdraw the rejection of the claims.

For all of the above reasons, Applicants respectfully submit that the application is in condition for allowance, which allowance is earnestly solicited.

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Respectfully requested,

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